

CHAPTER OVERVIEW

This chapter identifies the requirements and responsibilities of the Children's Service Worker in evaluating case progress, reassessing, and when considering case closure.

- 6.1 Policy Requirements Relating to the Evaluation
- 6.2 Evaluation of the Treatment Plan
 - 6.2.1 When Progress is Lacking
- 6.3 Reassessment

6.1 Policy Requirements Relating to the Evaluation

Intervention should be viewed in terms of treatment periods. A treatment period is defined as the time necessary to complete an assessment/reassessment and the subsequent Family Plan for Change.

A treatment period shall not exceed four months (120 days), allowing for a maximum thirty (30) days for the assessment/reassessment, and a maximum ninety (90) days for the Family Plan for Change.

Throughout the treatment period, the Children's Service Worker shall evaluate the effectiveness of services and determine if the treatment process is working, or has worked, correctly.

NOTE: Referral to the juvenile court shall be made at any time throughout the treatment plan if assessed safety indicates the child(ren) is in danger.

Related Subject: Section 2. Chapter 5.5.4 Assessment of Safety.

1. Complete the CS-16e Risk Reassessment .

Related Subject: Section 2, Chapter 5.5.5 Assessment of Risk.

2. Document case activities in the case narrative and complete the Treatment Summary page of form CS-16, Family Assessment, listing recommendations regarding whether the case should be closed or remain open. Submit the case record for supervisory review. (The supervisor shall list his/her recommendations regarding case closure and other comments also on this page.)
3. Confer with the supervisor to decide what case action is now appropriate. Choose one of the following results:
 - a. The case can be closed prior to or upon expiration of the Family Plan for Change; or

- b. The case should remain open for reassessment and development of a new Family Plan for Change. In this instance, a new assessment and treatment plan is due within thirty (30) days of the Plan's expiration.

6.2 Evaluation of the Treatment Plan

Evaluation is an integral component of the casework process. Its purpose is to measure the extent to which treatment goals have been, or are being attained.

Measurement of case progress should not wait until the ending phase of the treatment period. Evaluation should be an ongoing process that assists the Children's Service Worker in providing purposeful services to the family.

Evaluation consists of the following activities:

- Measuring the current level of risk and comparing it to the documented risk found at the beginning of the treatment process;
- Tabulating and measuring the behavioral changes sought through the Family Plan for Change. This activity is greatly enhanced if the goals were originally written in measurable and behavioral terms; and
- Assessing if the treatment plan is still necessary or desirable. During the treatment process, family members may have demonstrated more effective coping methods and positive new behaviors.

IF THE FAMILY SITUATION CHANGES AND RISKS ARE ADEQUATELY REDUCED OR ELIMINATED AT ANY TIME DURING THE TREATMENT PROCESS, CASE CLOSING SHOULD BE CONSIDERED.

- Determining the family's perception (attitude) about the goals/tasks and the services that are provided. The Children's Service Worker should seek the family's perception about:
 - What the family members feel has happened as a result of the plan;
 - Whether the problem is still a source of significant discomfort for the family; and
 - If the family is hopeful about whether change is possible.
- Providing feedback to family members and other participants on their achievements. The Children's Service Worker should point out those actions that were effective or counter-productive in completing the tasks of the plan.

6.2.1 When Progress is Lacking

If the evaluation finds that progress is lacking, the Children's Service Worker should explore revisions needed in the treatment plan. In doing this, he/she should:

1. Determine if the assessment was accurate and if assumptions about the nature of the presenting and underlying problems were accurate;
2. Determine if the time limits are clear to all participants and realistic;
3. Make sure the tasks, as outlined in the treatment plan, are clear to all participants (including the Children's Service Worker and contracted providers). Assess whether the tasks were appropriate and useful in addressing the treatment goals;
4. Determine if all participants (including the Children's Service Worker and contracted providers) are/have been performing their tasks. If not, why are they failing to perform them and what are the consequences? Determine if the correct participant was performing the correct task and if the tasks are appropriate to the participant's role;
5. Explore whether all participants still see the relationship between the problem and the case plan;
6. Decide what, or if, further changes are needed to solve the identified problem;
7. Determine if new problems have surfaced that have caused, or may cause, the child(ren) to be abused or neglected. Determine any new goals that are required;
8. If necessary, mediate disputes and disagreements between the client and each helping resource or between helping resources;
9. Assess whether the family members are capable of further change. Determine if they have reached their maximum level of functioning after reconsidering the family's:
 - Physical and intellectual capacities;
 - Socio-economic situation;
 - Personal or cultural values; and

- Functioning in response to current situation.
10. If the family members have not changed their level of functioning or behavior, decide if this was due to a lack of motivation or an unwillingness of certain members to cooperate; and
 11. Determine the necessity to obtain additional information before an effective evaluation can be conducted and whether the information is accurate and verifiable.

6.3 Reassessment

If the case should remain open, a reassessment and new Family Plan for Change is due within 30 days of the expiration of the previous treatment period.

In reassessment, the Children's Service Worker should focus on:

- Eliminating risk factors that are still present;
- Identifying service needs that were not addressed in the previous assessment or met in the previous treatment plan; and
- Identifying other service needs that have arisen since the previous assessment which may contribute to risk.

Guidelines for the reassessment process are essentially the same as those for assessment, covered in Section 2, Chapter 5. The Children's Service Worker should use a new Family Assessment packet (form CS-16) which shall be inserted in the case record directly behind the previous packet (following the narrative and the Evaluation Summary Page).

Complete the following areas of the new packet only if there are changes from the previous assessment:

- Names and birth dates of household members;
- Genogram; and
- Ecomap.

MEMORANDA HISTORY: CS03-51